



County of Los Angeles CHIEF EXECUTIVE OFFICE

Kenneth Hahn Hall of Administration
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<http://ceo.lacounty.gov>

WILLIAM T FUJIOKA
Chief Executive Officer

December 12, 2008

To: Raymond G. Fortner, Jr.
County Counsel
[Signature]
From: William T Fujioka
Chief Executive Office

Board of Supervisors
GLORIA MOLINA
First District

MARK RIDLEY-THOMAS
Second District

ZEV YAROSLAVSKY
Third District

DON KNABE
Fourth District

MICHAEL D. ANTONOVICH
Fifth District

COUNTY COUNSEL FY 2007-08 CLIENT SATISFACTION SURVEY

Pursuant to your memorandum dated October 27, 2008, this Office has completed the attached "Client Satisfaction Survey" and is submitting it for your consideration. Responses to Questions 1 through 21 are based on ratings received from various units in this Office. Please note that Questions 22 through 25 were omitted on your Survey. Comments in response to Questions 26 through 29 reflect verbatim input received from units within this Office.

In responding to this Survey over the past few years, this Office has emphasized the inadequacy of the Survey design and strongly urged you to revise the Survey to allow respondents to differentially rate various attorneys with whom we interact on the different rating factors. For example, some attorneys "reply promptly to e-mails," "provide clear and comprehensive legal advice," and "appropriately meet deadlines," while others do not. We believe the Survey instrument needs to be substantially revised to enhance its relevance and utility; minimally, you should provide the opportunity to add narrative comments after each objective rating factor. We also strongly recommend that a survey question be added which focuses on consistent legal advice. It is critical that County Counsel have one consensus opinion when advising departments and not "reverse course midstream."

If you have any questions, please contact me or your staff may contact Martin Zimmerman at (213) 974-1326 or mzimmerman@ceo.lacounty.gov.

WTF:ES
MKZ:VLA:pg

Attachment

2008-12 - 12-12-08 County Counsel FY 2007-08 Client Satisfaction Survey

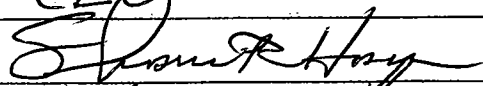
"To Enrich Lives Through Effective And Caring Service"

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OFFICE OF THE COUNTY COUNSEL

CLIENT SATISFACTION SURVEY

(Fiscal Year 2007-08)

Department:	CEO		
Department Head Signature:			
Name of Department Contact:	MARTIN ZIMMERMAN	Phone:	913 974.1326

Thank you for taking a few minutes to complete this survey. The information you provide will help us to evaluate client services. Please assess our level of service over the past year by circling the applicable number (5 being excellent and 1 poor). Your comments are also appreciated.

1. We know our first point of contact, and legal staff keeps us informed of changes.	1	2	3	4	5	N/A
2. Legal staff is easy to contact.	1	2	3	4	5	N/A
3. Legal staff is accessible on short notice.	1	2	3	4	5	N/A
4. Legal staff responds to calls in a timely manner.	1	2	3	4	5	N/A
5. Legal staff replies promptly to e-mails.	1	2	3	4	5	N/A
6. Legal staff timely responds to written requests.	1	2	3	4	5	N/A
7. Legal staff provides clear and comprehensive legal advice.	1	2	3	4	5	N/A
8. Legal staff appropriately meets deadlines.	1	2	3	4	5	N/A
9. Legal staff and our department interact well.	1	2	3	4	5	N/A
10. Legal staff offers sufficient training.	1	2	3	4	5	N/A
11. Legal staff timely informs us of relevant changes in law.	1	2	3	4	5	N/A
12. Legal staff proactively identifies potential legislative solutions to address our objectives.	1	2	3	4	5	N/A
13. Legal staff keeps us appropriately apprised of new and existing litigation.	1	2	3	4	5	N/A

14. County Counsel legal staff provides us with sufficient time to respond to discovery and other litigation requests.	1	2	3	4	5	N/A
15. Outside legal staff provides us with sufficient time to respond to discovery and other litigation requests.	1	2	3	4	5	N/A
16. County Counsel legal staff handles litigation in an effective manner.	1	2	3	4	5	N/A
17. Outside legal staff handles litigation in an effective manner.	1	2	3	4	5	N/A
18. Legal staff timely renews contracts and drafts necessary modifications to ensure they comply with applicable laws and policies.	1	2	3	4	5	N/A
19. Legal staff completes its review of RFPs and contracts prepared by us within the time frame established with us.	1	2	3	4	5	N/A
20. Legal staff is sufficiently familiar with our operations to understand and address our needs.	1	2	3	4	5	N/A
21. County Counsel staff bills us timely and accurately.	1	2	3	4	5	N/A

26. Please tell us if there are any areas of legal training we could provide to you that would be beneficial to your operations.

see attached

27. Please tell us if there are any additional services (outside of training) beyond what you are currently receiving that you would like us to provide to you.

see attached

28. Please provide us with any other comments including additional suggestions on how we can improve our service to you. Also, if you would to especially acknowledge any particular individual(s) from our staff for their services to you, please do so here.

see attached

29. Do you feel your responses from the previous survey were addressed?

see attached

PLEASE FEEL FREE TO ATTACH ADDITIONAL PAGES

OFFICE OF THE COUNTY COUNSEL CLIENT SATISFACTION SURVEY –2007-08

CHIEF EXECUTIVE OFFICE (CEO) SUPPLEMENTAL

Question No. 26

Please tell us if there are any areas of legal training we could provide to you that would be beneficial to your operations.

- Legal updates regarding new laws.
- County Counsel, CEO and Human Resources should develop a more formalized approach to supervisory or management training in employment related issues.
- Inter-departmental communication and information sharing.

Question No. 27

Please tell us if there are any additional services (outside training) beyond what you are currently receiving that you would like us to provide to you.

- No responses received for this question.

Question No. 28

Please provide us with any other comments including additional suggestions on how we can improve our service to you. Also, if you would like to especially acknowledge a particular individual(s) from our staff for their services to you, please do so here.

- Overall, staff is very helpful and understanding to our needs.
- Ensure greater consistency in responsiveness and effectiveness among various divisions/attorneys – use of weekly status reports, more consistent use of RIMS, etc., may be good management tools.
- Increase timeliness and responsiveness.
- “Fast track” memorandum review process requiring counsel clearance and signature.

- Provide consensus legal opinion when multiple attorneys involved. We have experienced instances where different attorneys provide this Office different direction on the same assignment.
- Identify one point of contact for issues with multiple attorneys involved.
- Ensure that the appropriate attorneys are assigned to a project from the beginning. We have had cases where one attorney okays a project, but another attorney later on requires extensive rework. County Counsel should become more proactive concerning proposed legislation that would facilitate departments' operation or reduce risk.
- Consider providing a directory of attorneys by subject matter that includes area(s) of responsibility and contact information.

Question No. 29

Do you feel your responses from the previous survey were addressed?

- Yes.
- No, our suggestion to revise the survey format to allow for differential rating of various attorneys has not been addressed. Minimally, you should provide the opportunity to add narrative comments after each objective rating factor.
- In the past, we have requested that County Counsel provides the directory previously but this information has not been made available to our knowledge. The directory will also be helpful to understand the current organizational structure of County Counsel.